

Listing of the Department's Policies and Procedures

Department of Workforce Development/Division of Workforce Solutions Policies and Procedures: Wisconsin Works (W-2) and Related Programs

(Due to the dynamic nature of policy issuance and clarification, this listing is a point in time representation.)

Applicable Wisconsin Statutes and Rules

Policies and procedures also reflect requirements of Wisconsin Statutes governing appropriations, court administration, employment laws, public records and others. The following listing concentrates on programmatic requirements set forth by law or rule.

	Category *						
	CC	CS	FS	IT	MA	W-2	TANF
Wisconsin Statute Chapter 20.002(13)	X	X	X	X	X	X	X
Wisconsin Statutes Chapter 46 Social Services	X	X	X	X	X	X	X
Wisconsin Statutes Chapter 48 Children's Code	X	X	X	X	X	X	X
Wisconsin Statutes Chapter 49 Public Assistance	X	X	X	X	X	X	X
Wisconsin Statutes Chapter 59 Counties	X	X	X	X	X	X	X
Wisconsin Statutes Chapter 767 Actions Affecting the Family		X				X	X
DWD 11 Aid to families with dependent children	X		X		X	X	X
DWD 12 Wisconsin Works	X	X				X	X
DWD 16 Emergency assistance for families with needy children	X		X		X	X	X
DWD 17 Income maintenance workers	X		X	X	X	X	X
DWD 18 Public Assistance Record Retention	X	X	X	X	X	X	X
DWD 55 Day care certification	X						
DWD 56 Administration of child care funds	X						
DWD 58 Child care quality standards and grants	X						

Manuals, Handbooks, and Guides

	CC	CS	FS	IT	MA	W-2	TANF
Allowable Cost Policy Manual	X	X	X	X	X	X	X
Benefit Recovery Accounting Manual	X			X	X	X	X
CARS (Community Aids Reporting System) Manual	X	X	X	X	X	X	X
CATS Guide	X	X	X	X	X	X	X
Child Day Care Manual	X					X	X
Technical Specifications and Standards	X	X	X	X	X	X	X
DES Fiscal Memos	X	X	X	X	X	X	X
Department of Workforce Development Civil Rights Compliance Standards and Resource Manual	X	X	X	X	X	X	X
Food Stamp Employment and Training Program Manual			X				X
Income Maintenance Manual	X		X	X	X	X	X
Local Personnel Master File Manual	X	X	X	X	X	X	X
Provider Agency Audit Guide	X	X	X	X	X	X	X
Security Manual	X	X	X	X	X	X	X

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	CC	CS	FS	IT	MA	W-2	TANF
Single Agency Audit Guide	X	X	X	X	X	X	X
WAA Guide						X	X
Wisconsin CARES Guide and Supplement	X	X	X	X	X	X	X
Wisconsin Works (W-2) Financial Management Manual	X	X	X	X	X	X	X
Wisconsin Works (W-2) Policy Manual	X	X				X	X

DES Administrator's Memos

DES Administrator's Memos no longer on this list are either obsoleted or have been incorporated into relevant manuals.

No.	Title	CC	CS	FS	IT	MA	W-2	TANF
97-11	Local W-2 Community Steering Committee Development Guide						X	
97-21	Requirement for FS and MA Eligibility Determinations Certifications to be Performed by County/Tribe Staff Co-located at W-2 Agencies			X		X	X	
97-23	Case Specific Quality Assurance (QA) Disallowances			X		X		
97-24	Kinship Care Child Support Policy (Action)		X					X
97-25	Wisconsin Works Child Support Demonstration		X				X	
97-26	Required Educational Approval Board Oversight and Licensing of Educational Employment and Training Facilities						X	
98-09	Status of Review Date Changes in CARES	X		X	X	X	X	
98-12	Evaluations of W-2						X	
98-19	Update on Civil Rights Responsibilities in Complaint Processing and Subcontracting	X	X	X	X	X	X	X
98-25	Approval of All Information Technology (IT) Purchases and Non-IT Items over \$5,000	X	X	X	X	X	X	X
98-33	Child Support Cooperation Requirements for W-2 and Food Stamp Recipients		X	X			X	
99-01	New Child Care Performance Standards	X						
99-06	DES Administrator's Memo Distribution Procedures	X	X	X	X	X	X	X
99-07	CARES/KIDS and Consumer Credit Report Security Protection and Penalty Procedures	X	X	X	X	X	X	X
99-12	Performance Standards for Customer Service	X	X	X	X	X	X	X
99-16	Timeframe for Remediating Non-Cooperation		X				X	
99-24	One-Page Description of Services Available at W-2 Agency						X	
99-25	Community Reinvestment Funds-Next Process 1997-1999 W-2 Contract						X	X
00-03	2000 Income Maintenance Required Training	X	X	X	X	X	X	X
00-04	Computer Security	X	X	X	X	X	X	X
00-10	Children First Program Reimbursement Rate Increase and Policies		X				X	
00-12	Safeguarding Federal Tax Information	X	X	X	X	X	X	X
00-13	Determining W-2 Eligibility						X	X

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No.	Title	CC	CS	FS	IT	MA	W-2	TANF
00-18	Community Reinvestment Funds – Issuance of Updated Instructions and Final Amounts Earned under the 1997-1999 W-2 Contract						X	X
00-21	Required Training for Income Maintenance workers	X		X		X	X	
00-22	W-2 60-month Lifetime Eligibility limits						X	
01-03	Preparation for Re-Contracting Process for Right of First Selection Agencies for the Next W-2 Contract						X	

Child Support Bulletins

Child Support Bulletins that pertain to Income Maintenance and W-2 and Related Programs are listed.

No.	Title	CC	CS	FS	IT	MA	W-2	TANF
97-01	Credit Bureau Usage	X	X	X	X	X	X	X
97-04	W-2 Transitions Study		X				X	
97-11	Intensive Services for AFDC Clients		X				X	
97-12	Healthy Start Cases		X			X		
97-16	Cooperation and Good Cause Under W-2		X			X	X	
98-39	Welfare to Work Program		X				X	
99-01	Instructions for Accepting Non-Automated Pre-Eligible W-2 Referrals		X				X	
99-16	Referrals to Child Support for W-2 Child Care Cases	X	X				X	
99-19	Verifying Cooperation Status of Noncustodial Parents	X	X	X		X	X	X
99-24	Implementation of BadgerCare		X			X		

Operations Memos

Operations Memos no longer on this list are either obsoleted or have been incorporated into relevant manuals.

No.	Title	CC	CS	FS	IT	MA	W-2	TANF	RCA/ RMA
95-17	Accurate School District Code				X		X		
96-08	CARES/KIDS Interface Instructions				X				
96-10	CARES: Data Exchange—SWICA Instructions				X				
96-103	Wisconsin Development Zone Program						X		
97-31	Financial & Employment Planner (FEP) Staffing Levels						X		
97-33	Child Care Funding for Tribes	X							
97-50	Worker's Compensation for Work Experience Participants & Transition to W-2						X		
97-64	Wisconsin Works (W-2) Trial Jobs Employer Agreement General Provisions						X		
97-69	Transfer of Economic Support and Child Care Cases	X		X	X	X	X	X	
97-75	Repayment Agreements & Dunning Notices				X	X	X		
97-80	CARES Changes Related to Security & Administrative				X				

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No.	Title	CC	CS	FS	IT	MA	W-2	TANF	RCA/ RMA
97-84	Revised Refugee/Entrant Assistance Accounting Forms			X			X	X	
97-106	W-2 Job Access Loan (JAL) Program						X		
97-107	CARES Reports for W-2						X		
97-112	Handling a Crisis Case: A Reference Guide						X		
97-115	Worker's Compensation Coverage & Exposure						X		
97-125	W-2 Educational Brochures for Working Parents						X		
97-128	W-2 Learnfare Policy						X		
97-129	W-2 Participants & SSI						X	X	
97-132	W-2 Job Access Loan (JAL) Policy Clarification & Program Guidelines						X		
97-136	CARES in Fraud Referral & Tracking	X	X	X	X	X	X	X	
98-11	Update and Maintenance of Components & Status Reporting			X	X		X		
98-12	W-2 Payments & Changing a Placement						X		
98-14	State-Only W-2 Payment for SSI Applicants						X	X	
98-15	Occupations Requiring Background Checks						X		
98-21	CARES Technical Guidance for State-Only W-2 Payments for SSI Applicants				X		X		
98-22	JTPA Policy Change						X		
98-23	Full Engagement						X		
98-30	W-2 Two-Parent Policy Clarification						X		
98-34	Emergency & Back-Up Child Care	X							
98-50	Re-coding Qualified Aliens for FS, MA, & W-2 Eligibility	X		X	X	X	X	X	
98-52	Reporting of W-2 Placements & Participation (Including Data Clean-Up)				X		X		
98-53	Re-Implementation of Entered Employment Follow-Through Contacts						X		
98-54	Benefit Recovery Clarifications				X		X		
98-62	CARES Production Calendar Available on New CBT Course				X				
98-63	Caretaker Supplement (C-Supp) Changes							X	
98-64	Parents Caring for Children with Special Needs						X		
98-72	W-2 Learnfare Policy Corrections						X		
98-75	Child Support Unearned Income Coding in CARES	X	X	X	X	X	X	X	
98-76	Updates to Wisconsin Works Information (ACWI) in CARES				X		X		
98-82	Forms Retention & Verification Guidelines	X	X	X	X	X	X	X	
98-84	FEP ID and W-2 Notice Update--"CARES Notice & Letters Self-Study Guide"				X				
98-85	Accessing DES Forms on the Extranet	X	X	X	X	X	X	X	
98-91	Plan Guidelines for the Outstationing of Eligibility Workers	X	X	X	X	X	X	X	
99-01	Listing -- 1998 DES Administrator's Memos	X	X	X	X	X	X	X	
99-04	Entrepreneurship Efforts on Behalf of FS, WtW, and W-2 Participants			X			X	X	
99-08	Association of Overpayments with Office Number in the Benefit Recovery Subsystem	X		X	X		X	X	
99-14	CARES New Hire Data Exchange				X				

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No.	Title	CC	CS	FS	IT	MA	W-2	TANF	RCA/ RMA
99-28	Healthy Start Outstationing	X	X	X	X	X	X	X	
99-29	Caretaker Supplement Payment Problems							X	
99-32	Welfare-to-Work (WtW) Information						X		
99-34	Availability of Written Information on Economic Support Programs	X	X	X	X	X	X	X	
99-37	Paper Case Records	X	X	X	X	X	X	X	
99-38	Prisoner Verification Query	X	X	X	X	X	X	X	
99-39	Using the CARES WTPY Request for SSA Dual and Triple Entitlement Data	X	X	X	X	X	X	X	
99-40	State Online Query (SOLQ)	X	X	X	X	X	X	X	
99-41	CARES Changes for W-2 Time Limits						X		
99-43	Non W-2 Public Assistance Cases With Child Support Orders In Other States	X	X	X		X	X	X	
99-48	W-2 24 Month Time Limit & Case Management						X		
99-51	MMIS Query Access				X				
99-54	Recovering Learnfare Penalty From W-2 Trial Job Participants						X		
99-58	Clarification of Food Stamp and FSET Policy			X			X		
99-59	Write Off/Adjustment Policy & Write Off Form	X	X	X	X	X	X	X	
99-60	Posting W-2 Employment Position Time Limit Extensions Information in CARES				X		X		
99-65	Dual & Triple Entitlement Data Received From WTPY, BENDEX or SOLQ	X	X	X	X	X	X	X	
99-69	CARES Enhancements for Posting and Tracking of W-2 Employment Position Clock Extensions						X		
99-71	Increasing Enrollment in the Welfare to Work (WtW) Program –New Strategies						X		
99-74	Child Care Temporary Absence Policy	X							
99-75	State Online Query (SOLQ)	X	X	X	X	X	X	X	
99-81	1999 Wisconsin Act 9 – Child Care Policy Changes	X							
99-83	CARES Automated Tracking System (CATS)				X				
99-84	State Job Opportunities						X		
99-85	CARES Security & Access to the State Online Query (SOLQ)	X	X	X	X	X	X	X	
99-89	W-2 24-Month Extensions						X		
99-90	Funeral Reimbursement Maximum					X	X		
99-93	Child Care Resource & Referral (CCRR) Grants for Start-Up and Expansion (January 1, 2000 — December 31, 2001)	X							
99-97	Tracking of Manual Issuance of W-2 & FS in CARES			X	X		X		
00-03	Processing Case Changes & Closures in CARES	X		X	X	X	X	X	
00-05	Technical College Participation for CSJ & W-2T Participants						X		
00-06	W-2 Income Policy Changes						X		
00-08	Emergency Assistance							X	
00-09	Individual Development Account (IDA) Programs			X		X	X	X	
00-10	Entered Employment: 1. Clarifications 2. Definition Expanded			X			X		
00-12-C	Changes to CARES Screen APGI & The IV-A/IV-D Interface (Corrected)	X	X	X	X	X	X	X	

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No.	Title	CC	CS	FS	IT	MA	W-2	TANF	RCA/ RMA
00-13	Child Care Providers 1. Offenses Affecting Caregiver Eligibility 2. Revisions to HFS 12	X							
00-16	CARES Automated Tracking System (CATS) Update	X	X	X	X	X	X	X	
00-17	Child Day Care Manual Online	X							
00-23	Caregiver Background Check Update	X							
00-24	Treatment of Census Earnings	X		X		X	X	X	
00-26	Additional Guidelines For Prorated CSJ Policy						X		
00-27	W-2 24-Month Interim Extensions						X		
00-28	W-2 24-Month Time Limit Extensions Policy Reminder						X		
00-29-C	Clean-Up Reports for Absent Parent Screen APGI- Corrected	X	X	X	X	X	X	X	
00-30	File Codes	X	X	X	X	X	X	X	
00-32	CARES Review Notices & Alerts	X	X	X	X	X	X	X	
00-33	Workforce Attachment & Advancement (WAA) Participant Application and Eligibility Determination	X	X	X	X	X	X	X	
00-37	IVA/IVD Interface Mis-Match Report			X	X	X	X		
00-41	Refugee Cash Assistance & Refugee Medical Assistance				X	X			X
00-42	Child Care – Safe Child Initiative	X							
00-45	Child Care Call Center	X							
00-48	Child Care Provider File	X			X				
00-52	2000 Child Care Survey --- For Determination of 2001 Maximum Rates	X							
00-55	WAA & WtW CARES Training Courses						X	X	
00-58	CARES Changes to Absent Parent Parent Screens			X	X	X	X	X	
00-59	CARES – WtW & WAA Screens				X		X	X	
00-60	Community Reinvestment						X		
00-62	Workforce Attachment and Advancement (WAA) & Welfare-to-Work (WtW) Data Sharing & CARES Access				X		X		
00-67	W-2 Fact Finding Review Report						X		
00-68	Child Care Updates: • School Age Certification & Rehabilitation Reporting Forms • New Food Program Policy • Use of Internet to Request Caregiver Background Checks • Reporting Requirement for Certification Denials/Revocations • Age When Caregiver Background Check is Required	X							
00-70	Community Reinvestment (CR)						X		
00-71	Child Care: 1. Eligibility for Kinship Care Parents 2. New Copayment Rules for Foster Care, Court Ordered & Non-Court ordered Kinship Care Children	X							
00-72	W-2 Performance Standards						X		
00-73	WtW/WAA CARES Backdating				X		X		

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No.	Title	CC	CS	FS	IT	MA	W-2	TANF	RCA/ RMA
00-74	Emergency Assistance Application Processing						X		
00-78	Office Change Coding for Children First (CF), Welfare-to-Work (WtW), and Workforce Attachment & Advancement (WAA)				X		X		
00-83	Minor's Liability for Overpayments	X		X	X	X	X		
00-84	Workforce Attachment & Advancement (WAA) Guide Wisconsin's Literacy Providers Directory				X		X	X	
00-85	BWSP Operations Memos on Workweb & Partner Page	X	X	X	X	X	X	X	
00-86	IVA-IVD (CARES/KIDS) Interface Changes - KIDS PIN Numbers		X	X	X	X	X	X	
00-90	W-2 Payments Using EFT				X		X		
00-91	Workforce Attachment & Advancement (WAA) Service Guidelines						X	X	
00-92	W-2 Eligibility for VISTA Volunteers						X		
01-03	Learnfare Reporting						X		
01-05	CARES Reason Code Changes	X	X	X	X	X	X		
01-06	CARES Client Notice Redesign (CNRD)	X		X	X	X	X		
01-08	Child Care Policy Changes	X							
01-09	TANF Received in Other States						X		
01-10	Eligibility Limit Changes – Workforce Attachment & Advancement (WAA), Literacy Grants, and Community Youth Grants				X		X	X	
01-11	Workforce Attachment & Advancement (WAA) Performance Standards				X			X	
01-12	1. Applications Running for 3 Months 2. Removal of CARES Reason Code 142 for W-2, Child Care & Medicaid	X			X	X	X		
01-14	CARES Information/Policy Problem Resolution Center (a/k/a, "CARES Call Center")	X	X	X	X	X	X	X	X
01-17	Wisconsin Works (W-2) & Wisconsin Share (Child Care Subsidy) Program – Federal Poverty Level Changes	X			X				
01-19	State-Only W-2 Payment Policy				X		X		
01-21	W-2: Inappropriate Sanctions				X		X		

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